

**From:** Anthony Myers  
**To:** Microsoft ATR  
**Date:** 1/22/02 10:33am  
**Subject:** my opinion

My name is Anthony Myers. I work for a company called Service Is Us, Inc. in Chicago, IL doing general administration. A majority of my job is payroll, however I do make most of the recommendations for our IT system, and I make sure that our network keeps running as it should. In addition, I am training on the side for a career change to be a programmer.

I have just a few small observations that I have made with regard to all the "controversy" surrounding Microsoft that I wish to share. In working for a small business, I have had the pleasure of exploring new software trends that come our way, as well as advising the owner on new purchases. Our network server runs on Windows NT 4.0 using Citrix ICA client stations. Although we have had the opportunity to explore many options, it seems that Microsoft has designed their operating systems to intertwine so much with their own applications software, that it is virtually impossible for us (a small company without a full-time IT person) to implement non-Microsoft applications to their full capabilities when the operating system so heavily favors its "own kind". Finding software that often better fits our needs, ends up being futile because it would end up being alone in a Microsoft world that does not cooperate. What started off as being a pleasure -- looking at new software -- ends up being a waste of time.

The other effect Microsoft's monopoly has on us stems from the consumer market. Since this huge monopoly is able to flex its billion-dollar muscles with all of the pc manufacturers, the general public (that are not software experts) end up buying, in every case, new pcs loaded with some version of Windows bundled with none other than Microsoft Applications. The average individual going to a discount store such as Best Buy or Circuit City is not given the opportunity to select basic software, they are going to just use that which comes "free" with the computer (not realizing that Microsoft did indeed charge them for it, further up the supply chain). Since people in the past 5-10 years have become so accustomed to this hand-in-hand software bundeling, they do not become exposed to anything else. The manner in which this affects a small business now days, is that if we were to choose non-MS Office software, we would also have to spend the money to train our office staff. With each passing day, Microsoft becomes more and more dominant and tightens its grip on the entire industry, both consumer and business (and each one does influence the other).

These are just the observations of one individual being written down, but I know they exist to some extent in small business across the country. Microsoft should not be allowed to use its dominance in operating systems to feed its growing monopoly on the applications

software market, which in turn feeds its growing power in business systems and networks, which in turn ADDITIONALLY feeds the monopoly in software, and back and forth, and back and forth. Will we NOT be happy until this entire country becomes the United States of Microsoft?

Anthony Myers, Office Manager  
Service Is Us, Inc.  
5347 N. Clark Street  
Chicago, IL 60640  
773-784-2225  
fax:: 773-784-6128